

# Passenger Trans-Actions

Michigan Department of Transportation • UPTAN • Passenger Transportation Division • "We Move People"  
 "Providing Michigan citizens with the best passenger transportation services through quality customer assistance"

## Job Access and Reverse Commute Program

The grant applications for both rural and small urban Job Access and Reverse Commute Program funds were submitted to the Federal Transit Administration (FTA) on December 30, 1998. This was a joint effort between local areas submitting applications, MDOT, the Family Independence Agency, and the Michigan Jobs Commission. FTA expects to announce grant approvals in February.

The rural grant application was for 10 individual projects that would provide transportation services to 16 rural counties. Each project was for multi-year funding. The projects submitted maximized the use of existing public transportation resources and demonstrated a wide range of transportation providers such as public, private, and specialized services agencies. Many of the projects demonstrated how services would be targeted to persons with disabilities and the elderly. They also demonstrated how long distance travel from rural areas to reach employment sites would be met. A total of \$851,160 was requested for the first year of funding. The counties included in the grant were Barry, Benzie/Leelanau, Charlevoix/Emmet, Eaton, Ionia, Lake/Mason/Oceana, Midland, Alger, Allegan, and Berrien/Cass/VanBuren.

Job Access applications were also submitted from three small urban areas: Kalamazoo Area Transportation Study (\$393,000 for three years), Saginaw Transit System (\$300,000 for one year), and Life Services System of Ottawa County (\$197,573 for four years). The total amount of federal dollars requested for the first year was \$521,688. These projects are expected to provide welfare recipients and low income individuals with job opportunities that otherwise would not have been obtainable due to lack of transportation. Each area demonstrated a collaborative effort with local partners in the development of their projects. For more information, contact Rose Ann Ward (517/335-2598).



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# Project Zero Update

There are now 35 Project Zero sites. The original six sites are Alpena, Menominee, Midland, and Ottawa Counties, and the Tireman and Romulus Family Independence Agency (FIA) districts in Wayne County. The second phase of sites included Berrien, Hillsdale, Kent, and Manistee Counties, and the Greydale and Warren/Conner FIA districts in Wayne County. The new 23 Project Zero sites that were announced for FY 99 include: Barry, Benzie/Leelanau, Charlevoix/Emmet, Genesee, Lake/Mason/Oceana, Mecosta, Newaygo, and St. Clair Counties, and the Forest/Ellery, Fort Wayne, Fullerton, Hamtramck, Lincoln Park, Magnolia/W. Grand Boulevard, and Taylor districts in Wayne County.

MDOT has been working with the FIA and the Michigan Jobs Commission to review and approve plans for transportation to work measures that have been developed in the respective local areas to meet the needs of their clients. The services being developed are also expected to provide transportation for the general public and will be "open door". Needed funds for operating assistance and capital are being secured. It is hoped that the Project Zero sites that were included in the Job Access federal application will be approved. This will help to spread our state dollars further to cover the costs for these services. For more information, contact Lisa Funk at 517/373-8746.

## Extended Purchase and Local Purchase Programs

The Extended Purchase Program (EPP) for vehicle purchases is now underway. Vehicle Procurement Packets (VPP) have been developed for all of the department's current vehicle contracts. All executed state/local capital contracts will be returned to the transit agency along with a copy of the proper VPP and a letter authorizing you to proceed with the vehicle purchase.

As a reminder, the eligible cost in the state/local contract includes one percent of the total vehicle cost for the transit agency to administer the procurement. The transit agency is responsible for additional vehicle costs in excess of the eligible costs in the state/local contract.

If a nonurban transit agency prefers to use their own local purchase process in lieu of the EPP, they must, at a minimum, follow state and federal procurement requirements, and submit their Invitation for Bid to their MDOT project manager for approval.

Information on either of these programs can be obtained by contacting your project manager.



## Dates To Remember ...

**MPTA Mid-Year Legislative Meeting**  
February 9-10, 1999, Lansing

**CTAA EXPO '99**  
May 22-28, 1999, New Orleans, Louisiana

**Transit Vehicle and Equipment Seminar**  
June 16-18, 1999  
Ralph A. MacMullen Conference Center  
Higgins Lake  
Contact Jill Adams for more information  
517/373-2051

**Small Bus Rodeo**  
July 28, 1999  
Holiday Inn South, Lansing  
Contact Linda Williams for more information  
517/373-3221

**APTA Annual Meeting**  
October 10-14, 1999, Orlando, Florida

**1999 PTD Annual Meeting**  
October 25-27, 1999  
Grand Traverse Resort, Acme  
Contact Linda Tuttle by March 1, 1999, to  
share ideas or to become an annual meeting  
planning team member (517/373-7645);  
tuttlel@mdot.state.mi.us.

## Transit Trainers Workshop

The National Transit Institute (NTI) is sponsoring a workshop entitled, "Challenges and Change - Setting a Course for Success," March 21-24, 1999, in Pittsburgh. The workshop offers a collection of speakers and topics to assist both new and experienced transit trainers. The program includes over 55 training sessions from four main topic areas: employee & organizational development; maintenance; operations; and training skills and management. For more information, contact Amy Edgar, PTD Training Coordinator, at 517/373-2261, or email: [edgar@mdot.state.mi.us](mailto:edgar@mdot.state.mi.us). You can also check out NTI's website: <http://policy.rutgers.edu/nti>.



## Welcome New PTD Employees

Passenger Transportation Division (PTD) has been able to replace some of the folks lost over the last two years to the “early retirement” program, the MDOT downsizing, and for various other reasons. Please welcome these new people as you come in contact with them when doing business with PTD.

Linda Williams, who has been an MDOT employee for 29 years, is one of three new employees in the Program Administration Section (PAS). Linda is the contract coordinator for PTD and works in the Financial Management Unit.

Also, the Financial Management Unit’s newest employee is Amy Banninga. Amy’s responsibilities include managing the state statutory operating assistance program (formula), coordinating audits, and closing out division contracts and projects. Amy previously worked in private industry.

PAS’s Program Development Unit welcomes Sandy Lovell, who will be reviewing annual operating assistance reports, assisting in the PTMS development and implementation, and assisting transit agencies with QuickBooks Accounting software questions. Sandy previously worked for Lottery for 10 years.

Saragen Spaulding is one of two new employees in the Technical Assistance and Regulatory Section (TARS). She is a Regulatory Affairs Assistant in the Regulatory Unit and shares the responsibilities of limousine credentials and compliance functions. Saragen previously worked for the Lansing School District for nine years.

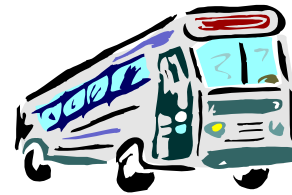
Also within TARS, Jill Adams returns to PTD after 5 years in MDOT’s Construction & Technology Division. She works in the Technical Assistance Unit and handles the Rural Transit Assistance Program (RTAP), Multi-state Technical Assistance Program (MTAP), and the Michigan Transit Center for Excellence. Jill, an 11-year MDOT employee, is also the editor of the “Passenger Trans-Actions”.

Angela Payne joins the Statewide Coordination Unit in the Transportation Services Section. She will coordinate the activities of the local rideshare offices and VanPool Services, Inc. (VPSI). She will also be assisting in our transportation to work efforts. Angela previously worked for State Senator Harry Gast, and has over nine years experience in state government.

## Propane Bid Update

PTD is currently in the process of re-bidding the propane powered Medium Duty Bus. Upon review by the Technical Assistance Unit (TAU), the original bid responses were found to be unsatisfactory. The equipment offered did not meet the criteria set forth in the bid specifications, so all bids were rejected. TAU provided revised specifications and other documents to the Department of Management and Budget (DMB) and a new Invitation to Bid (ITB) will be sent out. The bid opening on the new ITB package is scheduled for mid February.

## Violent Crime Study



MDOT and the University of Michigan (UM) are conducting a study on violent crimes committed against bus operators and passengers on public transit systems in Michigan. A report on the findings of this study must be delivered to the House and Senate appropriations subcommittees on transportation and the House and Senate fiscal agencies by April 1, 1999.

The study will examine factual crime data and consider bus operator and passenger perceptions of safety. The study will also make recommendations on ways to reduce violent crimes on public transit systems.

As part of this study, MDOT and UM are surveying a sample of managers, passengers, and drivers at local public transit agencies. Your help in administering these surveys is greatly appreciated. All surveys should be returned to UM by February 8, 1999, in the self-addressed envelope included with the surveys. If the envelope is missing, the surveys should be returned to: Transit Survey Project, University of Michigan, 200 Engineering Programs Building, 2069 Draper, Ann Arbor, MI 48109-2101.

If you have any questions regarding this study, please contact Jill Adams at 517/373-2051. All survey questions should be directed to Tom Reed at UM (734/936-7622).



## Heart O' Gold Awards

*Bob Kade*

During a mild winter storm, City of Alma DART driver Bob Kade was on his way to work. It was early morning and the roads were slippery. Bob noticed a van going off of the road and rolling sideways across a farm field. Bob was the first one to arrive at the scene and the van was lying on the passenger door side with the driver's door facing upward. The motor was running and fuel was leaking from the rear of the van. Bob was able to assist the driver out of her window and away from the unsafe vehicle. It takes very special people to be heroes and to take action without thought to endangering themselves. All of us at the City of Alma and the Michigan Department of Transportation are proud to say we know a hero, Bob Kade.

*Todd Olson*

Todd Olson, a Capital Area Transportation Authority (CATA) bus operator, was waiting to pull out of the CATA Transportation Center when another bus pulled in next to him. Ms. Karen Such, who is blind, stepped off the bus with her service dog. Ms. Such's dog, Suzy, was immediately attacked by a stray pit bull. Todd rushed off his bus to rescue Ms. Such and Suzy from the vicious dog. He was able to grab the pit bull, even though it wasn't wearing a collar, and restrain it until the police arrived. Todd put himself in danger to protect Ms. Such, Suzy, and others in the area that morning.

*Kelly Bowman*

Kelly provides an outstanding service in her willingness and exceptional concern in providing medical transportation services for Roscommon County residents receiving cancer treatments. Kelly has taken her own time to check on her passengers. This service has developed into a support system to all the cancer patients being transported. These passengers benefit from the support of Kelly and each other while making lasting friendships during their treatments. Her devotion to the residents of Roscommon County enhances the service quality of the Rosco Mini-Bus System and public transportation statewide.

*Jim Spry*

Jim Spry, a Capital Area Transportation Authority Spec-Tran operator, stopped to pick up Ken Zeigler. The garage door began going up and down leading Jim to believe that something was wrong. Jim recognized this as a desperate signal for help and went to investigate, ultimately saving a customer from what could have become a life threatening situation. Jim was the right person in the right place at the right time and deserves recognition for his actions.

## TEA 21 UPDATE

TEA 21 provides additional funding each year for transit. For FY 1999 federal transit funding increased substantially above FY 1998. The following increases and funds will be available in Michigan for the federal transit programs:

Section 5307 increased by 13% to \$51,662,398  
Section 5309 increased by 35% to \$9,925,000  
Section 5310 increased by 8% to \$2,346,547  
Section 5311 increased by 32% to \$6,723,802

TEA 21 also provides for some new programs. One new program that has received much attention is the Job Access and Reverse Commute Program. The purpose of this program is to (1) develop transportation services designed to transport welfare recipients and low-income individuals to and from jobs, and (2) develop transportation services for residents of urban centers and rural and suburban areas to suburban employment opportunities. This program is guaranteed \$50 million in FY 1999 (see related article on page 1).

Other new programs include the Clean Fuels Formula Program. This program provides an opportunity to accelerate the introduction of advanced bus propulsion technologies into the mainstream of the nation's transit fleets. In addition, the Rural Transportation Accessibility Incentive Program provides funding to help public and private operators finance costs of complying with the federal rule on accessibility of over-the-road buses.

MDOT has been working with the transit agencies to develop a unified request to maximize federal funds for the number one priority, replacement buses, as well as other high priority capital projects. A project listing has been developed for the FY 1999 (\$10 million) and FY 2000 (\$13.5 million) Section 5309 Discretionary Program to utilize the currently authorized federal funds. For FY 2000 an additional request of \$17.1 million has been developed. MDOT and transit agencies are planning to go to Washington, D.C. in February to present this request. By the time this newsletter goes out, all transit agencies will have received a letter from MDOT regarding these federal fund requests.

## Around the State



## *Best Wishes, Bill!*

### Millages Update

In 1998 at least 70% of area voters approved renewal millages in Niles, Kalamazoo, Holland and SMART service areas, enabling the systems to continue to receive local funding for operational and capital needs. Kalamazoo Metro received voter approval of .5 mills to provide expanded evening hour service. City of Holland residents approved a .15 renewal millage. Bay Area Transportation Authority was successful in their recent .18 millage for services in Grand Traverse and Leelanau Counties.

The city of Zeeland and Holland township officials approved a demonstration project using local CMAQ funds. In 2-1/2 years, they will request a millage to allow service to continue in this area. The approved expansion also allows the developing transit system to establish its first fixed route operations.

As many people in the transit community are aware, Bill Schomisch, Director of the Kalamazoo Metro Transit System, sustained a heart attack in mid-October. Bill is doing very well and has returned to work at the helm of Metro's transit service. He appreciates the many cards, get well wishes, and phone calls he received. From all of us in UPTRAN, we extend to Bill our many wishes for a speedy recovery.

### PTMS Update

The Public Transportation Management System (PTMS) is now in use at 70 regular service transit agencies in Michigan. Almost all of the FY 2000 Annual Applications were received through PTMS and we anticipate continued use throughout the year to submit Operating Assistance Reports. We received many helpful comments and suggestions from transit agencies during the annual application process and we encourage any comments you would like to share with us regarding PTMS.

We recently mailed a tri-fold Transit Agency Help Guide for PTMS to all transit agencies. We've been told that it's a great tool. If you haven't received one or need additional copies, please let us know.

Due to the significant changes made in the PTMS database last year, we are still putting pieces of the program back together. The performance indicators are one of those pieces. We anticipate having new and improved performance indicators (part of a new Report tab) available within a few months. We will be adding several formatted reports for viewing or printing, including reports on fleet information, ridership statistics, and revenue/expense data and percentages. All of these reports will be available by individual agency (over one or several years), by peer group, or for all Michigan transit agencies.

We still have a large wish list for PTMS, and we hope to complete several enhancements and new additions this year. Many of these items will be prioritized during the next PTMS Coordination Team meeting in February. The PTMS Coordination Team has transit agencies' representation, however, we welcome any additional comments, concerns, or suggestions you may have.

If you have any problems or comments regarding PTMS, please contact your project manager or Kathy Urda (517) 335-2575, e-mail [urdak@mdot.state.mi.us](mailto:urdak@mdot.state.mi.us).

Passenger Trans-Actions & THE INTERCHANGE are quarterly news bulletins produced by the Michigan Department of Transportation, Passenger Transportation Division for the public transit providers in Michigan. Suggestions or comments may be sent to Jill Adams, MDOT/Passenger Transportation Division, P.O. Box 30050, Lansing, Michigan 48909; (517) 373-2051; email [adamsji@mdot.state.mi.us](mailto:adamsji@mdot.state.mi.us). Alternative formats such as large print, braille, or audio-tape are available upon request by calling Rose Ann Ward (517) 335-2598. Number of copies: 500; total cost: \$101.85; cost per copy: \$0.20.

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## Easy Rider Bookmarks

### Management Advisory Team

The Management Advisory Team (MAT) needs a representative from two urban systems in order to attain an appropriate urban/rural balance to our activities. The urban agency representatives would join DDOT and CATA in providing perspectives unique to more populated systems. MAT meetings are every other month for about 2 hours, usually, but not always, in the MDOT building. MAT enables transit agencies to comment on evolving processes as well as providing an easy, accessible way to learn about upcoming events and activities.

MAT achievements for 1998 include: review of all fiscal year 1999 Service Development and New Technology applications; suggested revision of the Regional Program Application; development of an intercity deficiencies map; development of bookmarks which were distributed at the Annual Meeting and made available to transit agencies for marketing purposes; and advisory comments on quarterly reporting forms and distribution and the vehicle maintenance monitoring program. MAT has also proven effective in obtaining volunteers to serve on special study teams, such as the Performance Evaluation Procedures with Wayne State University and the legislatively mandated "Violent Crimes Committed against Bus Operators/Passengers on Public Transit Systems in Michigan" efforts.

This year MAT looks forward to releasing a Human Services/Transit Agency Kit designed to assist in communicating to human service agencies what type of information is required to address human service agency transit related needs and suggestions on how to compile the data. MAT is also looking forward to working on the oversight team for the upcoming customer survey.

If you are an urban area agency who would like to volunteer to serve on MAT, or are just interested in learning more about our activities, please contact Wynell Brush at 517/335-2594.

This bright blue bookmark (shown below in black and white) was created by PTD's new marketing subteam, which is comprised of transit agency and department employees. Their goal was to create an inexpensive, generic marketing tool that could be used as a giveaway to passengers or potential riders during Transportation Week in May, 1999.

The messages on the bookmark are simple – bus riding is safe, easy, economical and environmentally friendly. Flip the bookmark over and you'll see a blank space for your agency to stamp its name and telephone number.

On April 15, 1999, *if you request them*, we will mail your agency 500 bookmarks for use in May. If you represent a large, metropolitan agency or have a special need, you may request more (up to 1,000, in multiples of 100). Thanks and enjoy!

Send the name of your agency, address, name and number requested to: Linda Tuttle, UPTRAN, Passenger Transportation Division, PO Box 30050, Lansing, MI 48909.



## Planning a Marketing Program

As many people know, marketing is much more than advertising and communications. The process of marketing involves every aspect of the service and the organization – from service delivery to employee attitudes, from answering the phone to vehicle graphics, and from on-time performance to cleanliness.

The marketing process involves four steps: assessment, plan development, implementation, and evaluation. In this issue of the newsletter, let's talk about *Planning the Plan*.

A marketing plan is a blueprint for what you want to do, how it should be done, when it should be done, and how much it will cost. Successful marketing programs have several things in common. Here are some guidelines for developing a successful marketing plan.

- Document the program. It's important to take the time to prepare the program in writing and to describe the various projects you will undertake. It does not have to be long or complex – what you want to accomplish, how you want to do it, timing and budget is all that is necessary.
- Don't try to do too much. Limit the number of projects undertaken in any one year. It's more important to complete a few items in depth rather than try to improve everything.
- Don't forget distribution. Many agencies create wonderful brochures and posters but distribute them poorly. When planning a program make sure distribution is thought through.
- Don't forget your riders. Some portion of the program (and budget) should be targeted toward retaining current riders.
- Think multi-year. Looking at where you want to be or what you want to accomplish over three years is often very helpful. It lends a perspective that enhances a coordinated program.
- Repetition of messages is very important. People are bombarded each day with messages and requests. For them to remember yours, keep repeating it.
- Consistency of graphic style is important. Marketing materials, signage, on-bus graphics and advertising

should have a consistent graphic style.

- If you decide to conduct an advertising campaign, using two or more advertising media are more effective than all ads in one media. Each media has its own strengths and effectiveness, but no one media does it all.
- Adding a promotional event and public relations activities to a media campaign almost always increases the impact and effectiveness of the ad campaign.
- The best marketing programs are based on information collected from inside and outside the organization. It's important to develop the program on facts, not personal preferences and honest, forthright appraisals of the marketplace and the organization's ability to respond.
- Don't promise what you can't deliver. For example, if you encourage people to call for more information, make sure you can answer the requests and that all employees are well informed of what's going on.
- Estimate the amount of money that may be available for the marketing program. It will help define the scope of the program before you begin the planning process, and avoid planning a program you can't afford.

At a recent Passenger Transportation Division Annual Meeting, about half of the transit systems attending the meeting had a written marketing plan. Do you?

Remember, a marketing plan doesn't have to be long. And it's easier to prepare than you think. Six worksheets have been developed that can become your marketing plan. If you would like these worksheets, contact Janet Foran, MDOT Office of Communications, 517-373-2160 or e-mail [foranj@mdot.state.mi.us](mailto:foranj@mdot.state.mi.us).

The Marketing Subteam of the Management Advisory Team sponsors this Marketing Column in the Passenger Trans-Actions in the hopes of "sharing the good stuff." Please forward items of interest to Linda Tuttle, fax (517) 373-7997 or e-mail: [tuttlel@mdot.state.mi.us](mailto:tuttlel@mdot.state.mi.us).



## **DD COUNCIL ESTABLISHES TRANSPORTATION WORK GROUP**

The Michigan Developmental Disability (DD) Council has established a transportation work group to develop an action plan that includes information gained from the Council funded Intercity Transit Study and Getting There Project. The action plan will identify barriers and recommend strategies that the Council can use in its efforts to improve availability, affordability, and access to transportation for people with disabilities statewide.

Members of the work group include disability and aging organizations, consumers, transit agencies, state departments, the Michigan Protection and Advocacy Services, and Michigan Consultants who conducted the Getting There Project and Intercity Transit Study, respectively. The work group meets on the third Wednesday of each month from 1:00-3:00 pm at the DD Council in Lansing.

The DD Council welcomes your input and invites consumers who use public transportation to participate in future work group meetings. For additional information, please contact Claudia Combs-Wise, DD Council, at (517) 334-7355 or e-mail at wise@state.mi.us.

## **VOLUNTEER DRIVER BEST PRACTICES SEMINAR**

Approximately 50 people attended the Volunteer Driver Best Practices Seminar held in Gaylord on September 29, 1998. The seminar provided information on successful volunteer driver programs and practices, a forum to discuss insurance and liability issues, and helped participants identify perceived barriers in implementing successful volunteer driver programs.

Loretta Adams-Ashby, Yates Dial-a-Ride, and Jean Engelke, Lafayette, Indiana, shared information on their successful volunteer drivers program. Other presenters included Kip Grimes, MDOT; Sue Schuler, Area Agency on Aging, Region IX; Susan Smethurst, Gaylord RSVP; and Randy Parlor, Michigan Insurance Bureau.

The seminar was co-sponsored by the Office of Services to the Aging (OSA) and the Michigan Department of Transportation (MDOT) and was funded by the OSA.

Volunteer driver programs are an important means of increasing the mobility of Michigan's older adults, especially in rural areas that lack transportation resources.

## **PROJECT ACTION'S TECHNICAL ASSISTANCE**



## DEVELOPMENT GRANTS

Project ACTION (Accessible Community Transportation in our Nation) announced its third year of Technical Assistance Development Grants. Project ACTION is a national program that supports innovation and cooperation in solving transit accessibility issues. Funded by the Federal Transit Administration (FTA) and administered through Easter Seals, Project ACTION has supported research and demonstration grants since 1990.

The total award for this round of proposals will not exceed \$900,000. Individual proposals cannot exceed \$150,000. The fifteen categories for funding this year reflect a wide range of issues. The application deadline date is Friday, February 12, 1999.

If you are interested in receiving additional information regarding the Request for Proposal (RFP), please contact Sue Clark, Technical Assistance Specialist, at Project ACTION, 1-800-659-6428, e-mail [project\\_action@easter-sealsdc.org](mailto:project_action@easter-sealsdc.org).

## SEMCOG ELDERLY AND MOBILITY TASK FORCE

In February 1998, the Southeast Michigan Council of Governments (SEMCOG) established an interdisciplinary Elderly and Mobility Task Force to address the mobility needs of the growing elderly population. The issues addressed include driver rehabilitation and retraining, alternative transportation services, reexamination of industry standards, and legislative reform. The goal of the task force is to develop a comprehensive and strategic plan of action designed to guide state policy in the delivery of services to the elderly.

Based on the information gathered over the past year, the task force has developed a state action plan. This action plan will be presented at a public conference on elderly mobility and safety

issues on April 12, 1999, at the Double Tree in Romulus.

If you are interested in receiving additional information regarding the task force activities and/or the April 12 conference in Romulus, please contact Jennifer Evans at SEMCOG, (313) 961-4266, fax (313) 961-4869, or e-mail [evans@semcog.org](mailto:evans@semcog.org).

## ADA UPDATE

### ADA DETECTABLE WARNING REQUIREMENTS SUSPENDED

The U.S. Departments of Justice and Transportation and the Access Board has suspended the Americans with Disabilities Act (ADA) detectable warning requirements to July 26, 2001, when it is expected that the rulemakings to revise and update the Americans with Disabilities Act Accessibility Guidelines (ADAAG) will be completed.

The suspension covers detectable warnings at curb ramps, hazardous vehicular areas, and reflecting pools. However, the date suspension does not cover detectable warning requirements for platform edges in transportation facilities. The requirements found in the ADAAG standards for transportation facilities (10.3.1(8)) remain in effect.

Detectable warnings are raised, truncated domes that are intended to alert individuals with visual impairments about the edges of sidewalks or platforms.

## UPCOMING CONFERENCES

The Transportation Research Board announces its **16<sup>th</sup> National Conference on Accessible Transportation and Mobility** entitled

**“Access and Mobility in the 21<sup>st</sup> Century,”**  
March 1-3, 1999, in Phoenix, Arizona. The conference provides a forum for transportation providers, policy makers, planners, and others to exchange ideas and solutions for improving service delivery for people with disabilities and the elderly. For additional information, contact Rosemary Mathias, Conference chair at (617) 864-5810, e-mail [rmathias@multisystems.com](mailto:rmathias@multisystems.com).

**Solutions for the New Millennium** is the theme of Project ACTION's two technical assistance conferences scheduled in Portland, Oregon, June 3-5, 1999 and Dallas, Texas, June 27-29, 1999. Targeted participants include transportation providers and disability advocates. For more information, call Project ACTION at 1-800-659-6428 or visit their web site at [www.projectaction.org](http://www.projectaction.org).

The focus of the INTERCHANGE is to establish a forum for information-sharing among groups and provide information regarding programs and activities that affect seniors and persons with disabilities. If you wish to share information with others through this bulletin, or would like to see specific issues addressed, please write or call Rose Ann Ward, UPTRAN, P.O. Box 30050, Lansing, MI 48909, (517) 335-2598.

